State of California Victim Compensation and Government Claims Board **Annual Report**

July 1, 1999 to June 30, 2000 July 1, 2000 to June 30, 2001 July 1, 2001 to June 30, 2002

Gray Davis, Governor of California

Board Members:

Clothilde Hewlett, Chair Interim Director of General Services

Kathleen Connell State Controller

David Rosenberg Senior Advisor to the Governor



Kelly Brodie

Executive Officer

Victim Compensation and Government Claims Board PO Box 48 630 K Street Sacramento, CA 95812-0048 1-800-777-9229 http://www.boc.ca.gov



Victim Compensation and Government Claims Board staff members march to the October 9 California Day of Remembrance ceremony accompanied by Governor Gray Davis and First Lady Sharon Davis

ever doubt that a small group of thoughtful, committed citizens can change the world; indeed it's the only thing that ever has."

-Margaret Mead

Forward: A Message from the Executive Officer



Kelly Brodie, Executive Officer

On behalf of the members of the Victim Compensation and Government Claims Board, I am pleased to present this report for Fiscal Years 1999-2000, 2000-2001 and 2001-2002. This report describes significant accomplishments, and I will begin by acknowledging our hard-working staff and our dedicated partners at victim assistance centers, joint powers, law enforcement agencies, prosecutors, probation, the judiciary and other victim service programs throughout California.

Victim compensation does not standalone - it depends on the coordinated effort of all California victim service providers. That effort helped us reach more crime victims during the course of the last two years than ever before. I extend a heartfelt thank

you to victim advocates throughout the state. I also want to thank Governor Gray Davis and the California Legislature, whose support has been instrumental in keeping our program vital and effective.

During the last three years the number of Californians who filed applications for victim compensation has risen 50 percent. Payments have risen by 45 percent. This increase followed widespread distribution of our simplified one-page application form, which debuted in 2000.

The years 1999, 2000 and 2001 were a time of both substantial development and enormous challenges for the Victim Compensation and Government Claims Board. The victim service community has been called upon to respond to many inconceivable tragedies. We were there for thousands of families whose lives were turned upside down by a shooting, an assault or a drunken driver. And, after September 11, 2001, we reached out to more than 350 Californians whose lives and families were changed forever by the terrorist attacks.

Inside this report you will find information about our programs – how we help Californians who have been victims of crime and how we serve citizens who file government claims. We are also excited to share information about the accomplishments and improvements we have made during the last three years.

As we move into another year, we reaffirm our mission to provide caring and compassionate service to victims of crime. We renew our commitment to leadership, partnership and collaboration in the field of victim services. And, above all, we resolve to remember and honor the suffering of those whose lives have been forever altered by violent crime.

Sincerely,

Kelly Brodie Executive Officer

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The Mission and Vision of the Victim Compensation and Government Claims Board



Creating a better tomorrow for our clients through our actions and innovations today.

Mission

Victim Compensation

We provide timely compensation and compassionate services to crime victims in collaboration with the community that supports them.

Government Claims

We protect the state, its residents, and visitors by processing and resolving claims against the state in a timely and equitable manner.

uiding Principles

We fulfill this vision and mission when we dedicate our efforts to these guiding principles:

- Focus all our activities on behalf of those we serve;
- Provide responsive, quality, and ethical service;
- Work as one team to serve our clients;
- Demonstrate sensitivity to the needs of those we serve; and
- Build a work climate of courtesy, respect, and trust.

Financial Report

Beginning Reserves	79,220,000	Victim Compensation and
Prior Year Adjustments	(594,000)	Government Claims Board
Beginning Fund Balance	78,626,000	Financial Summary
REVENUE RECEIPTS	, ,	·
Restitution Fines and Fees	56,788,718	FY 2001/2002
Penalty Assessments	49,048,638	July 1, 2001 to
Restitution Orders	1,188,981	June 30, 2002
Civil and Criminal Violation Assessments	1,894,085	
Liens on Civil Suits	1,084,579	
Federal Funds	31,050,000	
Miscellaneous Revenue	382,468	
General Fund	873,000	
General Fund Reimbursements	34,000	
Special Elections	1,104,000	
TOTAL RECEIPTS	143,448,469	
DISBURSEMENTS	, ,	
Total Claim Payments	125,911,335	
Adjustments (ie: returned warrants)	(1,949,657)	
Adjusted Total Claim Payments	123,961,678	
ADMINISTRATIVE COSTS:	, ,	
Salaries & Benefits	18,634,682	
General Expenses	871,031	
Printing	189,085	
Communications	252,299	
Postage	216,604	
Travel	211,432	
Training	120,735	
Facilities Operations	1,694,509	
Interagency Contracts	1,130,008	
External Contracts	323,673	
Intergovernmental Contracts	12,521,499	
Data Center & Data Processing	2,203,387	
Total Administrative Costs	38,368,942	
TOTAL DISBURSEMENTS	162,330,620	
SPECIAL APPROPRIATIONS		
Department of Justice	1,212,000	
Department of Mental Health	257,000	
New York Victim Compensation Program	1,000,000	
SB551: Tolerance Education	30,184	
Government Code 13966.01 (f)	5,957,979	
Special Elections	1,104,000	
Total of Special Appropriations	9,561,163	
Ending Fund Balance	50,182,686	

About the Victim Compensation and Government Claims Board

In 1911, the California Board of Control, as it was then known, was given the responsibility of helping Californians who were harmed by any action of the government. In 1968, the California Legislature added the fledgling California crime victim compensation program to the Board's mission. Our state's victim compensation program was the first of its kind in the nation and the third in the world.

In January 2001, to better reflect the purpose and focus of the organization, the California Board of Control was renamed the Victim Compensation and Government Claims Board.

The three-member governing Board consists of the Chair, Clothilde Hewlett, Interim Director of the Department of General Services; Board Member Kathleen Connell, State Controller; and Board Member David Rosenberg, Senior Advisor to the Governor. The Board governs two major programs: the Victim Compensation Program and the Government Claims Program.



Clothilde Hewlett Interim Director Department of General Service Board Chair



Kathleen Connell State Controller State Controller's Office Board Member

The Victim Compensation Program

California's Victim Compensation Program accounts for more than a third of the total amount paid by state victim compensation programs in the United States, making California's Victim Compensation Program the largest in the nation. Since its inception, the program has paid out more than \$1 billion to California crime victims.

Who does the program help?

Victims of violence and their families must deal with the emotional, physical, and financial aftermath of crime. The Victim Compensation Program provides help for residents of the State of California regardless of where the crime occurred and for nonresidents who become victims of crime within the State of California. The program also assists a crime victim's spouse, domestic partner, child, parent, sibling, grandparent, grandchild or household member.



David Rosenberg, Senior Advisor to the Governor Governor's Office Board Member

What kinds of expenses are covered?

Compensation payments can cover: medical bills; dental bills; the cost of a funeral or memorial service; wage loss for a surviving victim or loss of support for dependants of someone who has been killed or disabled; mental health counseling for a victim and family or household member; crime scene cleanup of a homicide; some

home security improvements or relocation expenses; job retraining for a disabled victim; and home or vehicle modifications for a disabled victim.

How is the program funded?

The program is made possible by the collection of fines levied on persons convicted of crimes and traffic offenses in California. The U.S. Department of Justice Office for Victims of Crime also provides funding through the Victims of Crime Act, which is funded through fines paid by federal criminals.

What kinds of crimes are covered?

- Assault with a Deadly Weapon
- Battery
- Child Abuse
- Domestic Violence
- Driving under the Influence
- Hit and Run
- Vehicular Manslaughter
- Murder
- Robbery
- Rape/Sexual Assault
- Stalking
- Other Violent Crimes

Government Claims Program

Under the California Tort Claims Act the purpose of the Government Claims Program is to help members of the public settle disputes with or claims against the state government or state employees. The Board:

- · conducts a timely investigation of the claim;
- negotiates a settlement, if appropriate;
- prepares a defense; and
- · rectifies conditions and practices that gave rise to the claim.

				Board Staff process about 10,000		
	FY00	FY01	FY02	claims against the State of		
Claims Processed	9,605	9,570	10,743	California in a year. Many of		
				these claims are filed for		

individuals who have been injured but have no other legal remedy. Allowed claims are verified and presented to the Legislature for approval in omnibus claims bills twice each year.

Board representatives also: hear bid protests to resolve disputed contract awards; select charitable organizations for participation in the annual State Employee's Charitable Campaign; regulate travel expenses for elected officials and judicial branch employees; and establish amounts paid to legislators for living expenses.

Helping Californians Through Victim Compensation

Compensation Applications - FY 99/00 thru FY 01/02

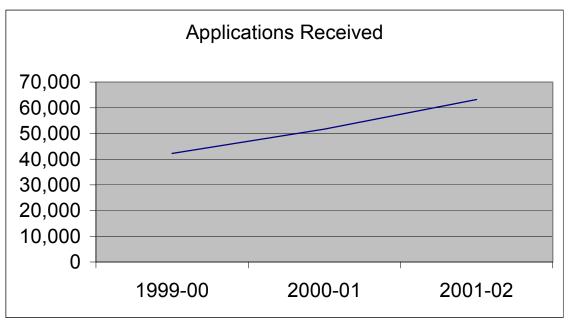
	FY 99-00	FY 00-01	FY 01-02
Total Applications	42,257	51,718	63,219
Eligible Applications	37,785	47,022	59273
Ineligible Applications	4,434	4,627	3,817
Applicants Under the Age of 18	19,055	23,092	27,611
Adult Applicants	23,176	28,573	35,599

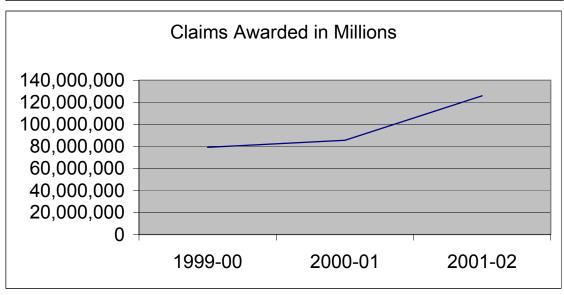
Claims By Category of Crime

	FY 99-00	FY 00-01	FY 01-02
Assault	13,714	17,541	21,540
Homicide	3,743	4,670	5,560
Sexual Assault, Adult	5,012	5,963	7,724
Child Abuse Sexual & Physical	11,329	12,877	15,029
Child Physical Abuse	224	258	273
Vehicular Crimes	859	1,257	1,354
Stalking	195	271	315
Robbery	5,564	6,566	7,784
Terrorism	0	0	374
Kidnapping	194	237	312
Arson	24	22	53
Other Crimes	1,146	1,745	2,500
Not Covered	253	311	401
	42,257	51,718	63,219

Types of Payments Made

	FY 99-00	FY 00-01	FY 01-02
Medical and Medically Related	\$25,830,926	\$30,278,487	\$40,229,331
Funeral/Burial (including Airfare)	\$6,788,909	\$7,887,533	\$13,290,627
Mental Health Services	\$36,166,134	\$34,935,375	\$47,782,436
Other Expenses (DV & SA Relocation)	\$396,602	\$1,925,875	\$6,086,973
Wage/Support Loss	\$9,935,111	\$10,548,065	\$18,521,627
TOTAL	\$79,117,682	\$85,575,335	\$125,911,335





Accomplishments

Improving Benefits for Victims of Crime

During the last few years, California has increased compensation benefits to better assist victims of crime.

New Simplified Statutes

Relocation Benefits

New legislation also inaugurated relocation benefits of up to \$2,000 for crime victims if the crime occurred in their residence. New policies allow the emergency revolving funds at the county level to provide almost immediate assistance for domestic violence victims.

In 2002, emergency relocation benefits were extended to include sexual assault victims.

Homicide Crime Scene Clean Up

In 2001, the Legislature added crime scene clean up to the list of reimbursable expenses. Up to \$1,000 is provided for the cleaning of a residence where a homicide occurred.

Improving Processes

A New Application

In 2000, the Board simplified California's Victim Compensation application from a cumbersome 18-page booklet to a one-page, user-friendly version, including prepaid postage for mailing, and began to distribute the application more widely throughout the state. This eased access to the program and helped 50 percent more crime victims apply for compensation during the last three years.

CLARITY III

The Victim Compensation Program received the 2002 Clarity Award for its new application.

On April 3, 2002, in recognition of the new application, the Governor's Office for Innovation in Government presented the Board with a **Clarity Award**. The **Clarity Award**

recognizes California departments that have produced recent written information that is clear, concise, understandable, and fulfills its purpose.

Customer Service: Better, Faster, More Compassionate

To improve our process for serving victims of crime, the Board chose a team of victim compensation staff in March 2002 to pilot new, innovative and streamlined methods for getting compensation funds to victims of crime. Members of the Continuous Process Improvement Team (CPIT) have improved the customer service, speed, accuracy, and cost effectiveness of claims payment and help document processes so processors all over the state can use them. Due to the many positive changes instituted a second improvement team was launched in August 2002.

Hearing Officer Pilot Project

At the May 2001 meeting, Board members voted to initiate a hearing officer pilot project. Under the pilot project a hearing officer, rather than the three-member Board, hears appeals from crime victims. Designed to provide better service to victims, the project sends hearing officers throughout the state to hear appeals in locations convenient to victims. A hearing officer prepares a proposed written decision that is submitted to the Board for its consideration and final action. Previously, victims appeared before the three-member Board at its regular quarterly meetings in Sacramento, Oakland, Los Angeles, or San Diego to appeal their claim. This often resulted in delays and could be expensive and intimidating for victims appealing a decision.

In a survey of the new hearing process, 86 percent of respondents agreed or strongly agreed they received excellent service from the hearing officers. The hearing officer pilot program has realized a cost savings of approximately \$70,000, but the increase in ease and access for victims is incalculable.

Board Funds Trauma Recovery Center.

In 2000, Governor Gray Davis signed legislation enabling the Board to fund a Trauma Recovery Center at San Francisco General Hospital, part of the University of California, San Francisco. The Center is serving as a four-year demonstration project to increase access to mental health and clinical case management services to victims of crime. This pilot also includes a research component to evaluate the services provided.

Revising our Policy Manual

During 2000 and 2001 the Board began the very important mission of rethinking its policies and how they impacted victims with input from many groups, both internal and external. Policies were rewritten to be easy to read and understood by staff and were reduced from five volumes to one. As a result, the policies are less bureaucratic and better support our mission to provide timely and compassionate service to victims.

Remembering September 11, 2001

When the terrorist attacks of September 11 shook the nation, California responded to assist the victims and their families. Governor Gray Davis signed Senate Bill 551, which went into effect within days. The bill:

- Added grandparents, grandchildren, mothers-in-law, and fathers-in-law to the list of eligible family members and allowed California family members of terrorist attack victims who were residents of another state to file victim compensation claims.
- Provided up to \$10,000 for mental health treatment for the California Urban Search and Rescue workers deployed to one of the terrorist attack sites.
- Allocated a one-time \$1 million donation from the California Restitution Fund to the New York Victim Compensation Program.
- Provided \$2.5 million to California counties to provide group mental health counseling for those traumatized by the terrorist attacks or to provide technical assistance to promote tolerance for individuals whose national origin or religion may be targets of discrimination as a result of the terrorist attacks.

Board staff are assisting family members of more than 120 victims and more than three dozen survivors of the World Trade Center collapse and the attack upon the Pentagon. Immediately after the attacks the Board coordinated benefits and services with other support organizations and agencies to meet victims' needs that were not covered by Victim Compensation Program benefits.

In cooperation with the California Bar Association, the San Francisco Bar Association Volunteer Lawyers Project, Los Angeles Public Counsel, and a number of private law firms the Board developed a program that helped families affected by the terrorist attacks to receive pro bono legal counsel. Pro bono attorneys helped with estate, tax and health insurance issues as well as with applications to the Federal September 11th Victim Compensation Program.



Day of Remembrance, October 9, 2001

On October 8 and 9, 2001, the Board hosted 155 victims and family members, invited by Governor Davis to participate in the California Day of Remembrance. The occasion brought families and survivors together in Sacramento to attend a memorial tribute to those injured and lost in the terrorist attacks.



Day of Remembrance, October 9, 2001, Sacramento

The Board sought and obtained a federal supplemental grant of \$200,000 from the Office for Victims of Crime to provide ongoing peer support groups for the survivors of the attack and the family members of those who were killed. Monthly meetings facilitated by therapists afford an opportunity for victims throughout the state to meet for support.

The Board publishes a newsletter providing 350 survivors and family members with upto-date information on state and federal victim compensation; other support organizations and agencies that provide financial benefits and support services; and upcoming meetings and events. A group website for families and survivors was created. The site provides a chat room in a secure environment and posts important information and announcements.

The Victim Compensation Program has also helped many urban search and rescue team members who flew to New York, Pennsylvania, and Washington D.C. to assist in the aftermath of the attacks and has coordinated meetings with the Office of Emergency Services (OES) to provide training and ongoing information about benefits and services to the team members.

In February, the Board coordinated a meeting in Sacramento between California victims and survivors and Kenneth Feinberg, Special Master of the Federal September 11 Victim Compensation Fund. Following that meeting, the Board assisted with the coordination of a second round of meetings in San Francisco and Los Angeles to discuss final federal regulations and the impact on victims and families. Additionally the Board provided an opportunity for survivors and family members of victims of the attack to meet with a member of the team prosecuting the ongoing federal criminal case related to the attacks.

Reaching Out

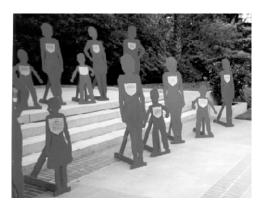
The Board initiated numerous outreach activities to increase public awareness of the Victim Compensation Program, developed more victim-friendly applications, and redesigned all the brochures for the various Board programs. Brochures and applications are available in English and Spanish and victims can apply on-line. Forms and publications are also available at our comprehensive website.

http://www.boc.ca.gov

During Victims Rights Week each year the Board distributes approximately 50,000 Victim Rights Awareness Ribbons and bookmarks to advocates, local, state and federal agencies and the community. The Board Bulletin Newsletter publishes quarterly and is distributed to victim advocates and other professionals statewide. In 2002, advertising was developed and shown at movie theaters throughout the state. The ad ran for 12 weeks and reached more than 1.5 million moviegoers in theaters in Union City, Los Angeles, Sacramento, and Chula Vista.

The Board participates in dozens of local and statewide conferences, conventions and special events – wherever there is an opportunity to reach out to populations that come into contact with victims of crime. We have been present at venues all over the state:

- 1st Annual Gospel Festival and Health Fair in Sacramento
- 10th Annual Festival of Philippine Arts & Culture in Point Fermin, San Pedro
- Silent Witness Project-Domestic Violence Memorial at the State Capitol
- Annual Victims March at the State Capitol
- Cinco de Mayo Safety Day Fiesta, Roseville
- Homeless Veteran Stand-Down at Camp Pollock in Sacramento
- 15th Annual California Conference on Childhood Injury Prevention in San Diego
- 6th International Conference on Family Violence in San Diego
- 2001 Governor's Conference for Women in Long Beach
- 8th National Conference on Abuse of Children and Adults with Disabilities in Riverside
- California Funeral Directors Association 98th Annual Convention in Universal City
- Outreach to New Americans 9th Annual National Refugee Conference in San Diego
- 2001 International Domestic Violence, Sexual Assault and Stalking Conference in San Diego



Silent Witnesses at the State Capitol in observance of Domestic Violence Awareness Month, October 2001. The Silent Witnesses represent women and children killed as a result of domestic violence in California.

 5th Annual Statewide American Indian Conference on Family and Domestic Violence for the Inter-Tribal Council of California, Inc. in Sacramento

Partnerships

Local Verification Centers and/or Restitution Collection Centers

Alameda County Butte County California Department of Corrections **California Youth Authority City of Los Angeles** City of San Diego **Contra Costa County El Dorado County Fresno County Humboldt County Kern County Lake County Los Angeles County Monterey County Napa County Orange County Placer County Riverside County Sacramento County San Bernardino County** San Diego County San Francisco County San Joaquin County San Luis Obispo County **San Mateo County Santa Barbara County Santa Clara County Santa Cruz County Shasta County Solano County Sonoma County Stanislaus County Tulare County Ventura County Yolo County**

Our Local Partners

Victim compensation does not stand alone - it depends on the coordinated effort of all California victim service providers. Twenty-two victim assistance centers throughout the state contract with the Board to operate claims processing or verification centers. These contracts, or "Joint Powers" agreements, enable crime victims to access compensation services locally, and each center has access to an emergency fund so that funeral and relocation benefits are available to quickly help victims nearby. More than 60 percent of California compensation applications are processed at one of these centers.

The Board also contracts with 22 counties and two state agencies to provide staff who ensure orders for criminal restitution are imposed at sentencing hearings. These "criminal restitution compact" staff help make restitution recovery work.

Who Helps Victims Obtain Compensation at the Local Level?

Victim advocates in victim assistance centers in all 58 California counties are also essential partners. Advocates help victims apply for compensation and expedite access to criminal justice and case disposition information.

Seeking Guidance From Our Partners

In May 2001, Board members created the Victim Compensation Program's Advisory Committee. Committee members provide input into the Board's administration, policy development, and operations. The Advisory Committee is composed of representatives from victim service agencies, grassroots advocacy programs, the elderly, persons with disabilities, law enforcement, prosecutors and the judiciary. It meets quarterly to assist Victim Compensation Program staff.

Helping Victims of Hate Crimes

Partnering with the Department of Fair Employment and Housing and other agencies, the Board reached out to communities suffering from hate crimes resulting from

the September 11 terrorist attack backlash. The Board participated in community forums throughout the state to publicize the availability of benefits to hate crime victims and prepared written information in languages including: Arabic; Farsi; Gujarati; Hindi; Punjabi; Urdu, and Spanish.

Dollar Amount of Compensation Awarded in Each County

	FY 99-00	FY 00-01	FY 01-02		FY 99-00	FY 00-01	FY 01-02
Alameda	4,388,837	3,899,314	6,160,366	Placer	624,465	586,158	970,185
Alpine	960	8,253	3,954	Plumas	32,513	24,468	29,262
Amador	54,796	28,905	106,858	Riverside	2,516,534	2,768,070	4,644,997
Butte	449,096	577,602	799,832	Sacramento	3,282,936	2,744,317	4,273,632
Calaveras	42,889	74,785	61,307	San Benito	177,752	110,857	130,105
Colusa	39,218	96,620	19,006	San Bernardino	3,383,705	3,108,449	5,726,670
Contra Costa	2,819,618	3,361,257	4,141,119	San Diego	6,897,435	6,557,421	10,505,396
Del Norte	116,437	62,627	143,035	San Francisco	1,966,364	2,954,474	4,477,238
El Dorado	443,640	363,129	552,423	San Joaquin	1,365,667	1,362,087	1,780,389
Fresno	902,267	922,398	1,433,296	San Luis Obispo	725,380	749,182	796,004
Glenn	123,118	149,555	212,555	San Mateo	1,327,375	1,479,930	2,451,769
Humboldt	430,367	427,201	635,362	Santa Barbara	860,907	689,942	1,320,762
Imperial	90,671	102,478	107,554	Santa Clara	4,744,369	4,346,863	5,857,318
Inyo	77,461	72,774	119,825	Santa Cruz	869,558	919,147	1,605,641
Kern	937,431	1,013,938	2,033,704	Shasta	930,832	1,373,294	2,083,709
Kings	164,829	217,215	146,831	Sierra	1,508	7,562	19,870
Lake	353,662	422,223	448,355	Siskiyou	120,650	135,568	262,482
Lassen	36,473	64,346	47,503	Solano	1,009,503	966,472	1,406,408
Los Angeles	25,152,524	30,181,567	39,720,999	Sonoma	1,183,155	1,322,457	1,856,944
Madera	197,583	126,015	164,197	Stanislaus	812,557	863,753	1,325,195
Marin	417,241	467,716	617,017	Sutter	264,672	206,151	357,281
Mariposa	65,308	51,768	46,641	Tehama	255,087	266,897	438,988
Mendocino	324,387	261,251	383,511	Trinity	43,198	66,531	59,393
Merced	333,617	467,167	703,667	Tulare	707,396	842,253	851,179
Modoc	10,338	4,081	12,075	Tuolumne	182,844	192,570	188,443
Mono	66,687	40,907	42,815	Ventura	1,329,644	1,166,219	2,187,946
Monterey	776,186	1,139,465	1,701,693	Yolo	549,056	533,042	647,435
Napa	478,979	328,940	563,996	Yuba	219,415	177,951	218,773
Nevada	146,610	161,185	252,365	Non-CA, Other	310,952	416,315	2,359,652
Orange	2,981,032	3,542,252	5,696,408	TOTAL	79,117,682	85,575,334	125,911,335

Dollar Amount of Compensation Awards Processed in Each Verification Center

_	FY 99-00	FY 00-01	FY 01-02
Alameda County	2,529,763	2,504,028	4,555,675
Butte County	730,798	984,909	1,153,215
Contra Costa County*	98,558	1,465,872	2,173,770
El Dorado County	412,978	449,635	569,339
Humboldt County	481,140	425,899	605,990
Los Angeles City*	166,071	3,574,877	7,509,684
Los Angeles County	8,502,141	11,904,296	16,007,520
Orange County	2,538,577	3,217,267	4,446,726
Placer County	813,480	645,781	1,182,863
Riverside County	3,077,346	3,139,932	4,187,576
Sacramento County	1,806,444	1,565,692	2,238,755
San Bernardino County	2,259,354	2,410,244	4,175,841
San Diego County	1,765,182	1,516,910	2,668,125
San Francisco County	1,573,105	2,313,704	2,940,619
San Joaquin County	2,000,780	2,481,952	3,957,024
San Luis Obispo County	615,295	625,449	758,869
Santa Barbara County	755,213	669,254	1,317,380
Santa Clara County	3,503,855	3,791,452	5,876,754
Santa Cruz County	820,223	891,429	1,549,078
Shasta County	1,205,800	1,702,983	2,722,462
Sonoma County	829,178	1,026,550	1,535,949
Tulare County _	627,097	804,752	737,489
County Center Sub-totals	37,112,378	48,112,867	72,870,703
VCGCB Office, Sacramento	41,991,994	37,448,169	53,022,467
Other**	13,310	14,498	18,165
TOTAL	79,117,682	85,575,334	125,911,335

^{*}FY99/00 was the first year of operation for these centers
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Leadership

Excellence in Services for California's Children

Children are among the most vulnerable of crime victims, and the Board has long recognized the importance of providing high quality services to young victims. California service providers delivering mental health service to child victims must understand trauma issues, child development, and a host of other factors to deliver the best treatment to children. Accordingly, the Board convened a blue ribbon task force made up of therapists, social workers, psychologists and victim service providers to establish standards of care for children who are victims of crime. The resulting publication, "Mental Health Care for Child Victims Guidelines," is the first comprehensive guide of its kind in the nation.

In partnership with the Governor's Office of Criminal Justice Planning and Office of Child Abuse Prevention, the Board has begun to sponsor a series of mental health provider trainings to ensure quality care for children who are crime victims through methods such as Assessment Based Therapy and Cognitive Behavioral Therapy.

California Hosts the National Association of Crime Victim Compensation Boards Conference

In 1999, Kelly Brodie, then President of the National Association of Crime Victim Compensation Boards (NACVCB), was privileged to host the NACVCB national conference in San Francisco. This gave the Board the opportunity to showcase California's successes for programs from throughout the nation and the world.

Reaching Out Across the Border

In February 2002, Chief Deputy Executive Officer Richard Anderson traveled to Guadalajara, Mexico, as a presenter in the "Assisting U.S. Citizens in Mexico" Conference. The goal of the training on the California Crime Victim Compensation Program was to expand and improve assistance provided to American crime victims abroad and to provide working knowledge of the United States Bureau of Consular Affairs' Victim of Crime Program.

Victim Compensation Program Responds to Communities in Crisis

In March 2001, the Victim Compensation Program responded to assist the communities rocked by shootings just days apart at Santee High School and Granite Hills High School in the San Diego area. Staff attended community meetings to let the many families who were affected by the shootings know about the program. Again, when shootings occurred at the Nevada City community health facility and a nearby restaurant, the compensation program was there to offer help.

The Board is not simply responsible for distributing financial assistance to victims of crime. It must also ensure that money deposited into the Restitution Fund, which supports the program, is used responsibly and that restitution owed by the offenders continues to flow into the fund to keep it solvent.

Restitution Collection

The Board sponsored pilot projects for restitution collection in Alameda, Sacramento and San Diego counties. As of January 1, 2002, Sacramento County representatives completed and implemented the administrative process for amending restitution orders without overburdening the courts. Alameda County representatives were in the final phases of documenting changes to their restitution processes. San Diego County representatives initiated a process to streamline the modification of restitution orders.

The Board sponsored legislation that made various changes to existing statutes to facilitate Board staff's efforts to collect outstanding restitution fines. The Board also sponsored legislation which amended current law to increase expenses for which an offender can be ordered to pay direct restitution to a victim, including mental health counseling expenses, relocation expenses for an adult victim of domestic violence, residential security, and vehicle or home retrofitting for a victim disabled due to a crime. Board staff attended 50 criminal restitution hearings last FY and restitution was ordered in approximately 90 percent of the cases.

Board conducted training on restitution in 10 counties, reaching approximately 900 Deputy District Attorneys, Probation Department staff and Victim/Witness staff. Additionally, Board staff continues to work collaboratively with our Criminal Restitution Compacts to ensure proper imposition of restitution fines and orders. Over the life of these contracts, the county restitution specialists have been successful in obtaining approximately \$49 million in direct orders for the Board and approximately \$35 million in restitution fines, diversion fees, and parole restitution fines.

Through interagency agreements with state correctional agencies and the California Franchise Tax Board, Board staff has dedicated efforts to the collection of restitution fines and orders from offenders.

An improved automated system allowed restitution specialists to receive information faster, improve their ability to monitor the associated criminal cases and request imposition of restitution fines and orders in a timelier manner.

Liens and Overpayments

Board staff was cross-trained to handle both liens and overpayments. Benefits included more timely recovery and increased customer service. Board staff provided targeted training in Los Angeles County to help county staff identify civil suits, workers' compensation cases, and auto insurance claims for revenue recovery tracking purposes.

Looking Ahead

The Board looks ahead with a sense of enthusiasm knowing our agency has accomplished much in the past 37 years, and we can and will do much more for a better tomorrow for California's crime victims. Opportunities for growth and improvement abound.

The Board accepts the demands placed upon us with the promise of responsiveness, courtesy, and sensitivity to all those we serve. Working with the Governor, the Legislature, and other state departments Board staff can:

- Continue to improve processes to ensure a high quality of service.
- Further reduce the processing time so that victims receive services timely.
- Increase efforts to improve the Restitution Fund condition through effective and efficient restitution collection.

Acknowledgments

We thank our supporters and partners in victim services throughout the state:

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Assembly of the State of California Senate of the State of California

Aileen Adams, Secretary, State and Consumer Services Agency

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Board of Prison Terms

California Department of Mental Health

California Youth Authority

Court Administrators

Criminal Restitution Compact County Staff

Department of Corrections

District Attorneys

Domestic Violence Multi-Agency Task Force

Government Claims Advisory Committee

Governor's Office of Criminal Justice Planning

Joint Power of Agreement County Staff

Judiciary Officials

Local Victim/Witness Assistance Centers

Local Victim/Witness Coordinators Council

Mental Health Service Providers

National Association of Crime Victim Compensation Boards

Office of Emergency Services

Probation Officers

Standards of Care Task Force

Victim Compensation Program Advisory Committee

Victims' Organizations

Youth & Adult Correctional Agency

Youthful Offender Parole Board

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